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ABSTRACT

Focusing on food merchandising occupations, this document is one in a series of forty-one reprints from the Occupational Outlook Handbook providing current information and employment projections for individual occupations and industries through 1985. The specific occupations covered in this document include bartenders, cooks and chefs, dining room attendants, dishwashers, food counter workers, meatcutters, waiters/waitresses, occupations in the restaurant industry, and occupations in retail foodstores. The following information is presented for each occupation or occupational area: a code number referenced to the Dictionary of Occupational Titles; a description of the nature of the work; places of employment; training, other qualifications, and advancement; employment outlook; earnings and working conditions; and sources of additional information. In addition to the forty-one reprints covering individual occupations or occupational areas (CE 017 757-797), a companion document (CE 017 756) presents employment projections for the total labor market and discusses the relationship between job prospects and education. (BM)

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ED158114

Food Merchandising Occupations

CE

Reprinted from the
Occupational Outlook Handbook,
1978-79 Edition.

U.S. Department of Labor
Bureau of Labor Statistics
1978

Bulletin 1955-10

Containing the midpoints of the legs of right triangle *RST*, where pt. (−5, 5), *S* is pt. (1, 1), and *T* is pt. (3, 4).

Containing the longer diagonal of a quadrilateral whose vertices pts. (2, 2), (−2, −2), (1, −1), and (6, 4).

Show that the equations $y - 1 = \frac{1}{2}(x + 3)$ and $y - 4 = \frac{1}{2}(x$ are equivalent.

An equation of the line containing pts. (−2, 3) and (4, −1) as written in the form $y - 3 = -\frac{2}{3}(x + 2)$ or in the $y + 1 = -\frac{2}{3}(x - 4)$, depending upon which point you take as (x_1, y_1). Show that the two equations are equivalent.

Show that the equations are equivalent.

$y - y_1 = \frac{y_2 - y_1}{x_2 - x_1}(x - x_1)$ $\qquad y - y_2 = \frac{y_2 - y_1}{x_2 - x_1}(x - x_2$

State the equation of a line through pt. (p, q) and parallel to a containing pts. (a, b) and (c, d). $(a \neq c)$.

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CE 017 764

BARTENDERS

(D.O.T. 312.878)

Nature of the Work

Cocktails range from the ordinary to the exotic. Bartenders make these concoctions by combining different kinds of liquor with other ingredients such as soft drinks, soda water, bitters, fruit juices, and cream. There are dozens of combinations, and each one can be made in several ways. Because some people have preferences for certain cocktail receipes, bartenders often are asked to mix drinks to suit a customer's taste. Besides cocktails, bartenders serve wine, draft or bottled beer, and a wide variety of nonalcoholic beverages.

Most bartenders take orders, serve drinks, and collect payment from customers. Others simply make drinks for waiters and waitresses to serve.

Bartenders usually are responsible for ordering and maintaining an inventory of liquor, mixes, and other bar supplies. They also arrange bottles and glasses to form a display, wash glassware, and clean the bar.

Bartenders often are asked to mix drinks to suit a customer's taste.

Bartenders in large restaurants or hotels usually have *bartender helpers* (D.O.T. 312.887) to assist them with their duties. Helpers keep the bar supplied with liquor, mixes, and ice; stock refrigerators with wine and beer; and replace empty beer kegs with full ones. They also keep the bar area clean and remove empty bottles and trash.

Places of Employment

Most of the 261,000 bartenders employed in 1976 worked in restaurants and bars, but many also had jobs in hotels and private clubs. Roughly one-fifth were self-employed.

Several thousand people, many of whom have full-time jobs in other occupations or attend college, tend bar part time. Part-time workers often serve at banquets and private parties.

Most bartenders work in the urban population centers of New York, California, and other large States, but many are employed in small communities also. Vacation resorts offer seasonal employment, and some bartenders alternate between summer and winter resorts rather than remain in one area the entire year.

Training, Other Qualifications, and Advancement

Most bartenders learn their trade on the job. Although preparing drinks at home can be good practice, it does not qualify a person to be a bartender. Besides knowing a variety of cocktail recipes, bartenders must know how to stock a bar properly and be familiar with State and local laws concerning the sale of alcoholic beverages.

Persons who wish to become bartenders can get good experience by working as bartender helpers, dining room attendants, waiters, or waitresses. By watching the bartender at work, they can learn how to mix drinks and do other bartending tasks.

Some private schools offer short courses in bartending that include instruction on State and local laws and regulations, cocktail recipes, attire and conduct, and stocking a bar. Some of these schools help their graduates find jobs.

Bartenders should have pleasant personalities and be neat and clean in personal appearance because they deal with the public. They need physical stamina, since they stand while they work and also may have to lift heavy beer kegs or boxes of beverages.

Generally, bartenders must be at least 21 years of age, although some employers prefer those who are 25 or older. Some States require bartenders to have health certificates assuring that they are free from contagious diseases. In some instances, they must be bonded.

Small restaurants, neighborhood bars, and resorts usually offer a beginner the best entry opportunities. After gaining experience, a bartender may wish to work in a large restaurant or cocktail lounge where pay is higher and promotion opportunities are greater. Although promotional opportunities in this field are limited, it is possible to advance to head bartender, wine steward, or beverage manager. Some bartenders open their own business.

Employment Outlook

Employment of bartenders is expected to increase about as fast as the average for all occupations through the mid-1980's. In addition to the job openings caused by employment growth, several thousand will arise annually from the need to replace experienced bartenders who retire, die, or leave the occupation for other reasons.

The demand for bartenders will increase as new restaurants, hotels, and bars open in response to population growth and as the amount spent for food and beverages outside the home increases. Higher average incomes and more leisure time will allow people to go out for dinner or cocktails more often, and to take more vacations. Also, as more wives work, families are finding dining out a welcome convenience.

Job opportunities for bartenders should be especially favorable in States that have recently liberalized their drinking laws. In the early 1970's, 25 States either lowered the

drinking age or legalized the sale of liquor by the drink, or both, and some other States may follow suit.

Earnings and Working Conditions

Hourly earnings of bartenders ranged from $2.86 to $5.33 in 1976, according to limited data from union contracts in the restaurant industry. Besides wages, bartenders may receive tips that increase their earnings.

Bartenders usually receive free meals at work and may be furnished bar jackets or complete uniforms.

Many bartenders work more than 40 hours a week, and night and weekend work and split shifts are common. For many bartenders, however, the opportunity for friendly conversation with customers and the possibility of someday managing or owning a bar or restaurant more than offset these disadvantages. For others, the opportunity to get part-time work is important.

Sources of Additional Information

Information about job opportunities may be obtained from the Hotel and Restaurant Employees and Bartenders International Union, which is the principal union organizing bartenders, and from the State employment service.

For general information on job opportunities in bartending, write to:

National Institute for the Foodservice Industry, 120 S. Riverside Plaza, Chicago, Ill. 60606.

Culinary Institute of America, P.O. Box 53, Hyde Port, N.Y. 12538.

CASHIERS

(D.O.T. 211.138, .368, .468, .488, and 299.468)

Nature of the Work

Supermarkets, movie theaters, and restaurants are among the many businesses that employ cashiers to handle payments from customers. Most cashiers receive money, make change, fill out charge forms, and give receipts. The related occupation of bank teller is discussed elsewhere in the *Handbook*.

In addition to these duties, cashiers, depending on their employers, may do other jobs and have different job titles. Those who work in theaters, for example, are often called *box office cashiers* or *ticket sellers*. They operate ticket-dispensing machines and answer telephone inquiries. Restaurant cashiers, sometimes called *cashier checkers*, may handle reservations for meals and special parties, type menus, or sell items at the candy and cigarette counter. In supermarkets and other self-service stores, cashiers known as *checkout clerks*, *checkers*, or *grocery clerks* wrap or bag purchases. They also may restock shelves and mark prices, rearrange displays of merchandise, and take inventory. In many offices, cashiers known as *agency* or *front-office cashiers*, type, operate the switchboard, do bookkeeping, and act as receptionists.

Cashiers operate several types of machines. Many use cash registers that print the amount of the sale on a paper tape. A rapidly growing number of cashiers operate electronic registers, computerized point-of-sale registers, or computerized scanning systems. Depending upon its complexity, a computerized system may automatically calculate the necessary taxes and record inventory numbers and other information. Such registers are replacing less versatile, conventional models in many stores. Cashiers who work in hotels and hospitals use machines that record charges for telephone, medical, and other services and prepare itemized bills. Cashiers also operate adding and change-dispensing machines.

Places of Employment

In 1976, about 1,250,000 persons worked as cashiers. More cashiers work in supermarkets and other food stores than in any other kind of store. However, cashiers are needed in businesses and organizations of all types and sizes, and many find jobs in department stores, drugstores, shoestores, hardware stores, furniture stores, and in other kinds of retail stores. Restaurants, theaters,

Nearly half of all cashiers work part time.

schools, and hospitals also employ a large number of cashiers. Businesses employing cashiers are located in large cities, in suburban shopping centers, in small towns, and in rural areas. The Federal Government employs a small number, primarily in the Department of Defense.

Opportunities for part-time work are very good. Nearly half of all cashiers work part time; about 1 in 4 is a student.

Training, Other Qualifications, and Advancement

Employers prefer beginning cashiers with high school diplomas. Courses in business arithmetic, bookkeeping, typing, and other business subjects are good preparation for cashier jobs. Cashier training is offered as part of many public school vocational programs.

Many employers offer on-the-job training for cashiers. In a small firm, the beginning cashier is trained on the job by an experienced worker. In large firms, cashier training programs often include classroom instruction in the use of electronic or computerized registers and in other phases of cashiers' jobs.

Many persons enter cashier positions without significant prior work experience. For some cashier jobs, however, employers seek persons who have special skills or business experience, such as typing or selling. Many cashier openings also are filled by promoting other qualified workers who are already employed by the firm.

Persons who want to become cashiers should be able to do repetitious work accurately. They need finger dexterity, a high degree of eye-hand coordination, and an aptitude for working with figures. Because they meet the public, cashiers should be neat in appearance and able to deal tactfully and pleasantly with customers.

Promotion opportunities as cashiers tend to be limited. However, the cashier's job affords a good opportunity to learn an employer's business and so may serve as a steppingstone to a more responsible clerical job, such as bookkeeper or sales clerk, or to a managerial position. Cashiers working in chainstores and other large retail businesses, for example, may advance to department or store managers.

Employment Outlook

Job openings for cashiers are expected to be plentiful through 1985. Employment is expected to grow faster than the average for all occupations. Some new jobs will result from future growth in retail trade. However, much more important than growth as a source of jobs for cashiers is the need to replace workers who die, retire, or stop working for other reasons. Because the occupation is large and turnover is high, many cashier jobs will be available over the next 10 years.

Future employment of cashiers is likely to be affected by the use of computerized checkout systems, which are beginning to replace cash registers in some supermarkets. An optical or magnetic scanner transmits the code number (Universal Product Code-UPC) of each purchase to a computer that is programmed to record a description and price of the item, add the tax, and print out a receipt. The computer also keeps track of the store's inventory and places orders with the warehouse when stock is needed. The widespread adoption of automated checkout systems in supermarkets and other establishments is expected to slow employment growth of cashiers and other workers. However, resistance from consumer and labor groups may slow the adoption of such systems.

Earnings and Working Conditions

Beginning cashiers often earn the minimum wage required by law. In establishments covered by the Federal law, the minimum was $2.30 an hour in early 1977. In addition, minimum wages in many establishments are governed by State law. Cashiers earn wages ranging from the minimum in a given establishment to several times that amount. According to a 1975 Bureau of Labor Statistics Survey of grocery stores, head cashiers averaged $5.78 an hour; other full-time cashiers, $5.32 an hour; and part-time cashiers, $4.31 an hour. Wages tended to be highest in the West and North Central Regions and lowest in the South; wages generally were higher in large metropolitan areas than in smaller cities.

Cashiers belong to a number of unions, principally the Retail Clerks International Association; International Brotherhood of Teamsters; and Retail, Wholesale, and Department Store Union. They generally receive health insurance, annual and sick leave, pension benefits, and other benefits available to other workers.

Cashiers often work during rush periods such as holidays, weekends, late afternoons, and evenings. Work at these times often is required in theaters, restaurants, and foodstores. Many cashiers in these places work part time or on split shifts. Full-time cashiers in supermarkets and other large retail stores usually work a 5-day, 40-hour week; however, they may work on weekends and have time off during the week.

Most cashiers work indoors, often in small booths or behind counters located near store entrances. In some cases, they are exposed to cold drafts in the winter and considerable heat during the summer. (See introductory section of this chapter for sources of additional information.)

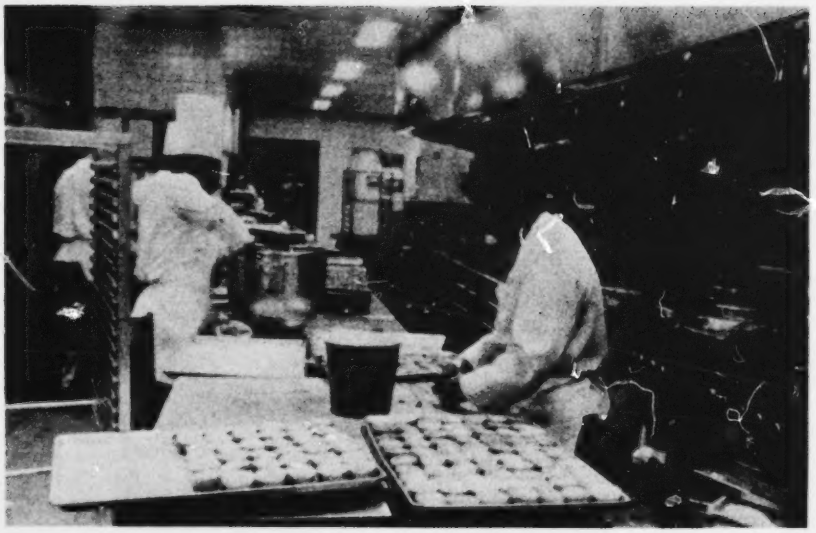
COOKS AND CHEFS

(D.O.T. 313.131 through .887; 314.381 through .878; and 315.131 through .381)

Nature of the Work

A reputation for serving fine food is an asset to any restaurant, whether it prides itself on "home cooking" or exotic foreign cuisine. Cooks and chefs are largely responsible for the reputation a restaurant acquires. Many chefs have earned fame for both themselves and the restaurants and hotels where they work because of their skill in creating new dishes and improving familiar ones.

A cook's work depends partly on the size of the restaurant. Many small



A restaurant's reputation depends largely on the skills of its cooks.

restaurants offer a limited number of short order dishes that are relatively simple to prepare, plus pies and other baked goods bought from bakeries. One cook usually prepares all of the food with the aid of a short order cook and one or two kitchen helpers.

Large eating places usually have more varied menus and prepare more of the food they serve. Kitchen staffs often include several cooks, sometimes called assistant cooks, and many kitchen helpers. Each cook usually has a special assignment and often a special job title—pastry, fry, or sauce cook, for example. Head cooks or chefs coordinate the work of the kitchen staff, and often direct certain kinds of food preparation. They decide the size of servings, sometimes plan menus, and buy food supplies.

Places of Employment

About 1,065,000 cooks and chefs were employed in 1976. Most worked in restaurants and hotels, but many worked in schools, colleges, and hospitals. Government agencies, factories, private clubs, and many other kinds of organizations also employed cooks and chefs.

Training, Other Qualifications, and Advancement

Most cooks start work in an unskilled position such as kitchen helper and acquire their skills on the job. However, an increasing number of cooks are obtaining high school and post-high school vocational training in food preparation. Occasionally they are trained in apprenticeship programs offered by professional associations and trade unions, or in a 2-year apprenticeship program administered by an office of the American Culinary Federation in cooperation with local employers and junior colleges. A few are trained in programs that some large hotels and restaurants have for new employees.

Inexperienced workers usually can qualify as assistant or fry cooks after several months of on-the-job training, but acquiring all-round skills as head cook or chef in a fine restaurant often takes several years. A high school diploma is not required for most beginning jobs; it is recommended, however, for those planning careers as cooks or chefs. High school or vocational school courses in business arithmetic and business administration are helpful in becoming a cook or chef. High school students can get experience as a cook by working part time in a fast-food restaurant or other limited service operation.

Persons who have had courses in commercial food preparation will have an advantage when looking for jobs in large restaurants and hotels where hiring standards are often high. Some vocational programs in high schools offer this kind of training to students. More often, these courses, ranging from a few months to 2 years or more, and open in some cases only to high school graduates, are given by trade schools, vocational centers, junior colleges, universities, professional associations, hotel management groups, and trade unions. Training in supervisory and management skills sometimes is emphasized by private vocational schools in courses offered by professional associations, and in university programs. The Armed Forces are also a good source of training and experience in food service work.

Although curricula may vary, students usually spend most of their time learning to prepare food through actual practice in well-equipped kitchens. They learn to bake, broil, and otherwise prepare food, and to use and care for kitchen equipment. Training programs often include courses in selection and storage of food, use of leftovers, determination of portion size, menu planning, and purchasing food supplies in quantity. Students also learn hotel and restaurant sanitation and public health rules for handling food.

Many school districts in cooperation with school foodservices divisions of State departments of education provide on-the-job training and sometimes summer workshops for cafeteria workers who wish to become cooks. Some junior colleges, State departments of education, and school associations also provide such training. School cooks often are selected from employees who have participated in these training programs.

Persons who want to become cooks or chefs should like to work with people in a team relationship and be able to work under pressure during busy periods and in close quarters. Cleanliness and a keen sense of taste and smell and the physical stamina to stand for hours at a time also are important qualifications. Most States require health certificates indicating that cooks and chefs are free from contagious diseases.

Advancement opportunities for cooks are better than for most other food service occupations. Many cooks acquire higher paying positions and new cooking skills by moving from restaurant to restaurant. Others gradually advance to chef positions or supervisory or management positions, particulary in hotels, clubs, or the larger, more elegant restaurants. Some eventually go into business as caterers or restaurant owners; others may become instructors in vocational programs in high schools, junior and community colleges, and other academic institutions.

Employment Outlook

Employment of cooks and chefs is expected to increase faster than the average for all occupations through the mid-1980's. In addition to employment growth, thousands of job openings will arise annually from the need to replace experienced workers who retire, die, or transfer to other occupations. Small restaurants, school cafetrias, and other eating places with simple food preparation will provide the greatest number of starting jobs for cooks.

The demand for cooks and chefs will increase as population grows and people spend more money on eating out. Higher personal incomes and more leisure time will allow people to go out for dinner more often and to take more vacations. Also, as an increasing number of wives work, more families are finding dining out a welcome convenience.

Earnings and Working Conditions

In 1976, hourly pay rates ranged from $3.11 to $6.01 for chefs, from $2.81 to $5.19 for cooks of various types, and from $2.02 to $4.05 for assistant cooks according to limited data from union contracts in several large metropolitan areas.

Wages of cooks and chefs vary depending on the part of the country and the type of establishment in which they work. Wages generally are higher in the West and in large, well-known restaurants and hotels. Cooks and chefs in famous restaurants earn much more than the minimum rates and several chefs with national reputations earn more than $40,000 a year. Hours in restaurants may include late evening, holiday, and weekend work, and range from 37 1/2 to 48 hours a week. Cooks employed in public and private schools work regular school hours during the school year only, usually for 9 months.

Many kitchens are air-conditioned and have convenient work areas and modern equipment. Others, particularly in older or smaller eating places, are often not as well equipped and working conditions may be less desirable. In all kitchens, however, cooks must stand most of the time, lift heavy pots and kettles, and work near hot ovens and ranges.

The principal union organizing cooks and chefs is the Hotel and Restaurant Employees and Bartenders International Union.

Sources of Additional Information

Information about job opportunities may be obtained from local employers, locals of the Hotel and Restaurant Employees and Bartenders International Union, and local offices of the State employment service.

General information about restaurant cooks and chefs is available from:

Culinary Institute of America, P.O. Box 53, Hyde Park, N.Y. 12538.

Educational Director, National Institute for the Foodservice Industry, 120 South Riverside Plaza, Chicago, Ill. 60606.

The Educational Institute, American Hotel and Motel Association, 1407 S. Harrison Rd., Michigan State University, Stephen S. Nisbet Bldg., East Lansing, Mich. 48823.

For information on the American Culinary Federation's apprenticeship program for cooks and chefs, write to:

American Culinary Federation, Educational Institute, 1407 S. Harrison Rd., East Lansing, Mich. 48823.

DINING ROOM ATTENDANTS AND DISHWASHERS

(D.O.T. 311.878 and 381.887)

Nature of the Work

Clean and attractive table settings are as important to a restaurant's reputation as the quality of food it serves. An egg-stained fork, a soiled tablecloth, or an empty salt shaker can make a customer unhappy. Dining room attendants and dishwashers provide the quick hands and sharp eyes needed to prevent such problems.

Attendants do many jobs that otherwise waiters and waitresses would have to do. They clear and reset tables, carry dirty dishes from the dining area to the kitchen and return with trays of food, and clean up spilled food and broken dishes. By taking care of these details, attendants give waiters and waitresses more time to serve customers.

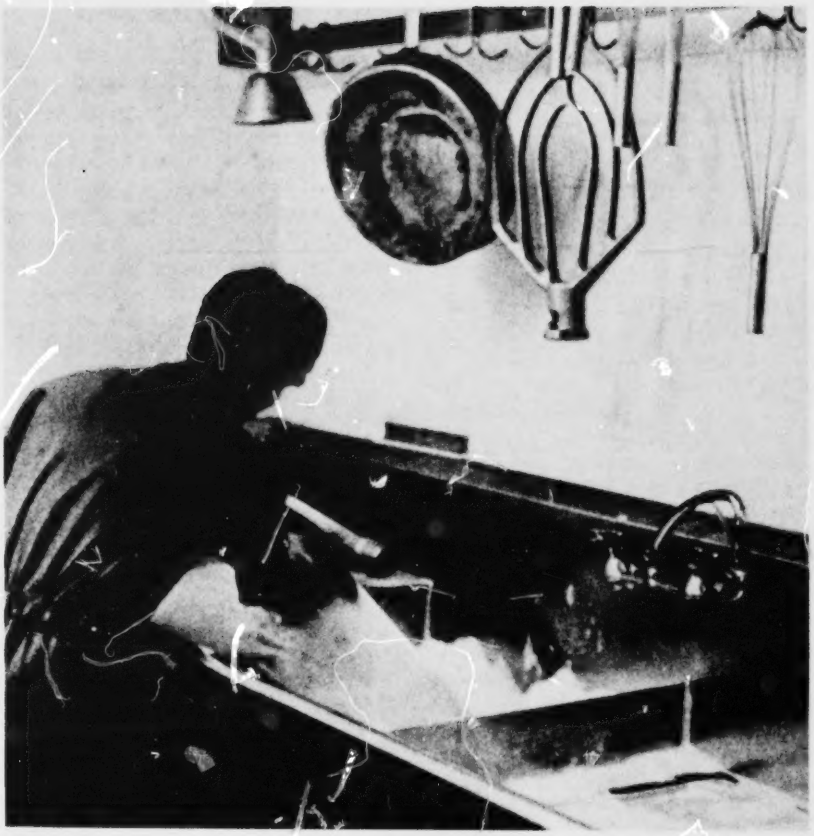
In some restaurants, attendants also help by serving water and bread and butter to customers. When business is light, they do odd jobs like refilling salt and pepper shakers and cleaning coffee urns.

Dishwashers pick up where the attendants leave off—with the dirty dishes. They operate special machines that clean silverware and dishes quickly and efficiently. Occasionally, they may have to make minor adjustments to keep machines operating properly. Dishwashers scrub large pots and pans by hand. In addition, they clean refrigerators and other kitchen equipment, sweep and mop floors, and carry out trash.

Places of Employment

About 250,000 dishwashers and 190,000 attendants were employed in 1976. Many worked only part time.

Most attendants and dishwashers work in restaurants, bars, and hotels. Dishwashers also work in schools and hospitals.



Attendants and dishwashers must have good health and physical stamina.

Training, Other Qualifications, and Advancement

A high school education is not needed to qualify for jobs as dining room attendants and dishwashers, and many employers will hire applicants who do not speak English. Attendants and dishwashers must be in good physical condition and have physical stamina because they stand most of the time, lift and carry trays, and work at a fast pace during busy periods. State laws often require them to obtain health certificates to show that they are free of contagious diseases. Because of their close contact with the public, it is important that attendants have a neat appearance and the ability to get along with people.

Promotions for dining room attendants and dishwashers are limited. Attendants sometimes advance to positions as waiter or waitress, and dishwashers occasionally advance to cook's helper or short-order cook. The ability to read, write, and do simple arithmetic is required for promotion. Advancement opportunities generally are best in large restaurants.

Employment Outlook

Job openings for dining room attendants and dishwashers are expected to be plentiful in the years ahead. Most openings will result from the need to replace workers who find jobs in other occupations, retire, or die. Turnover is particularly high among part-time workers. About one-half of the attendants and dishwashers are students, most of whom work part time while attending school and then find other jobs after graduation.

Additional openings will result from employment growth. Employment of dining room attendants is expected to increase faster than the average for all occupations and employment of dishwashers is expected to grow about as fast as the average for all occupations through the mid-1980's as population growth and higher incomes create more business for restaurants.

Earnings and Working Conditions

Dining room attendants and dishwashers have relatively low earnings. Limited data from union contracts that cover restaurants and bars in several large cities indicate that hourly rates for these workers ranged from $1.46 to $3.75 in 1976. These amounts were below the average earnings of most other nonsupervisory workers in private industry except farming.

Attendants may receive a percentage of waiters' and waitresses' tips in addition to wages. Tips often average between 10 and 20 percent of patrons' checks.

The majority of employers provide free meals at work and furnish uniforms. Paid vacations are customary, and various types of health insurance and pension plans may be offered.

Most attendants and dishwashers work less than 30 hours a week. Some are on duty only a few hours a day during either the lunch or dinner period. Others work both periods but may take a few hours off in the middle of the day. Weekend and holiday work often is required.

Sources of Additional Information

Information about job opportunities may be obtained from local employers, locals of the Hotel and Restaurant Employees and Bartenders International Union, and local offices of the State employment service. Names of local unions can be obtained from:

Hotel and Restaurant Employees and Bartenders International Union, 120 East 4th St., Cincinnati, Ohio 45202.

For general information about dining room attendants and dishwashers, write to:

Educational Director, National Institute for the Food Service Industry, 120 S. Riverside Plaza, Chicago, Ill. 60606.

Culinary Institute of America, P.O. Box 53, Hyde Park, N.Y. 12538.

FOOD COUNTER WORKERS

(D.O.T. 311.878 and 319.878)

Nature of the Work

Counter workers serve customers in eating places that specialize in fast service and inexpensive food, such as hamburger and fried chicken carryouts, drugstore soda fountains, and school and public cafeterias. About 420,000 persons, most of whom worked part time, had food counter jobs in 1976.

Typical duties of counter workers include taking customers' orders, serving food and beverages, making out checks, and taking payments. At drugstore fountains and in diners, they also may cook, make sandwiches and cold drinks, and prepare sundaes and other ice cream dishes. In hamburger carryouts, where food is prepared in an assembly-line manner, counter workers may take turns waiting on customers, making french fries, toasting buns, and doing other jobs.

Counter workers in cafeterias fill plates for customers and keep the serving line supplied with desserts, salads, and other dishes. Unlike other counter workers, they usually do not take payments and make change.

Counter workers also do odd jobs, such as cleaning kitchen equipment, sweeping and mopping floors, and carrying out trash.

Training, Other Qualifications, and Advancement

In the counter jobs that require totaling bills and making change, employers prefer to hire persons who are good in arithmetic and have attended high school, although a diploma usually is not necessary. Managers of fast-food restaurants often hire young people still in high school as part-time counter workers. There usually are no specific educational requirements for counter jobs in cafeterias.

Many large companies, such as the nationwide hamburger carryout chains, operate formal management training programs. Counter workers who show leadership ability may qualify for these programs.

Because counter workers deal with the public, a pleasant personality and neat appearance are important. Good health and physical stamina also are needed because they stand most of the time and work at a fast pace during busy periods. State laws often require counter workers to obtain health certificates to show that they are free of contagious disease.

Opportunities for advancement are limited, especially in small eating places. Some counter workers move into higher paying jobs and learn new skills by transferring to a larger restaurant. Advancement can be to cashier, cook, waiter or waitress, counter or fountain supervisor, or, in the case of counter workers in cafeterias, to line supervisor or merchandiser (person in charge of stocking food).

Most counter workers learn their skills on the job by observing and working with more experienced workers. Some employers, including some fast-food restaurants, use self-study instructional booklets and audio-visual aids to train new employees.

Employment Outlook

Job openings for food counter workers are expected to be plentiful in the years ahead. Most openings will result from turnover—replacement of workers who find jobs in other occupations, retire, or die. Many counter workers are high school and college students who work part time while attending school and find jobs in other occupations after graduation. Because of the high turnover, jobs for counter workers are relatively easy to find.

Additional job openings will result from employment growth. Employment is expected to increase faster than the average for all occupations through the mid-1980's, as population growth and higher incomes create more business for eating places.

Earnings and Working Conditions

Hourly rates for food counter workers ranged from $1.67 to $3.79 in 1976, based on limited data from union contracts that covered eating places in several large cities. These amounts were well below the average earnings for most other nonsupervisory workers in private industry, except farming. However, some counter workers, such as those in drugstores and diners, receive tips which can be greater than hourly wages. Tips usually average between 10 and 20 percent of patrons'

Flexible schedules often allow students to fit their working hours around their classes.

checks. Counter workers usually receive free meals at work, and may be furnished with uniforms.

Most counter workers work less than 30 hours a week. Some are on duty only a few hours a day for either the lunch or dinner period. Many others work both periods, but may take a few hours off in the middle of the day. Flexible schedules often allow students to fit their working hours around their classes. Weekend and holiday work often is required.

Job hazards include the possibility of falls, cuts, and burns, but injuries seldom are serious.

Sources of Additional Information

Information about job opportunities may be obtained from local employers, locals of the Hotel and Restaurant Employees and Bartenders International Union, and local offices of the State employment service. Names of local unions are available from the Hotel and Restaurant Employees and Bartenders International Union, 120 East 4th St., Cincinnati, Ohio 45202.

For general information about food counter workers, write to:

Educational Director, National Institute for the Food Service Industry, 120 S. Riverside Plaza, Chicago, Ill. 60606.

Culinary Institute of America, P.O. Box 53, Hyde Park, N.Y. 12538.

Meatcutters acquire their skills on the job either informally or through apprenticeship programs.

MEATCUTTERS

(D.O.T. 316.781 and .884)

Nature of the Work

Meatcutters prepare meat, fish, and poultry in supermarkets or wholesale food outlets. Their primary duty is to divide animal quarters and carcasses into steaks, roasts, chops, and other serving-sized portions. They also may prepare meat products such as sausage and corned beef. Cutters who work in retail foodstores may set up counter displays and wait on customers.

In preparing beef quarters, meatcutters divide them into primal cuts such as rounds, loins, and ribs with a band saw, and then use knives or saws to divide these large cuts into customer-sized cuts such as steaks, roasts, and chops. Meatcutters use knives or slicers or power cutters to divide boneless cuts and a band saw or cleaver to divide pieces that contain bones. Any bone chips left on the meat are scraped off with a knife or brushed off by a machine. Cutters grind trimmings into hamburger.

Places of Employment

About 215,000 persons worked as meatcutters in 1976. They had jobs in almost every city and town in the Nation. Most meatcutters worked in retail foodstores. A few worked in wholesale stores, restaurants, hotels, hospitals, and other institutions.

Training, Other Qualifications, and Advancement

Most meatcutters acquire their skills on the job. Although many are informally trained, most learn through apprenticeship programs. A few meatcutters learn their skills by attending private schools specializing in this trade.

Generally, on-the-job trainees begin by doing odd jobs, such as removing bones and fat from retail cuts. Under the guidance of skilled meatcutters, they learn about the various cuts and grades of meats and the proper use of tools and equipment. After demonstrating skill with tools, they learn to divide quarters into primal cuts and to divide primal cuts

into individual portions. Trainees may learn to cut and prepare fish and poultry, roll and tie roasts, prepare sausage, and cure and corn meat. Later, they may learn marketing operations such as inventory control, meat buying and grading, and recordkeeping.

Meatcutters who learn the trade through apprenticeship generally complete 2 to 3 years of supervised on-the-job training that may be supplemented by some classroom work. At the end of the training period, apprentices are given a meatcutting test which is observed by their employer. A union member also is present in union shops. Apprentices who pass the test qualify as meatcutters. Those who fail can take the test again at a later time. In many areas, apprentices may become meatcutters in less than the usual training time if they can pass the test.

Employers prefer applicants who have a high school diploma and the potential to develop into meat department managers. High school or vocational school courses in business arithmetic are helpful in weighing and pricing meats and in making change.

Manual dexterity, good depth perception, color discrimination, and good eye-hand coordination are important in cutting meat. A pleasant personality, a neat appearance, and the ability to communicate clearly also are important qualifications when cutters wait on customers. Better than average strength is needed to lift heavy pieces of meat. In some communities, a health certificate may be required for employment.

Meatcutters may progress to supervisory jobs, such as meat department managers in supermarkets. A few become meat buyers for wholesalers and supermarket chains. Some cutters become grocery store managers or open their own meat markets.

Employment Outlook

The number of meatcutters is expected to decline slightly through the mid-1980's. Nevertheless, thousands of entry jobs will be available as experienced workers retire, die, or leave the occupation for other reasons.

Employment of meatcutters in food stores will be limited by central cutting—the practice of cutting and wrapping meat for several stores at one location. Central cutting, which permits meatcutters to specialize in both a type of meat and a type of cut, increases efficiency. In addition, more central cutting is expected to be done in meatpacking plants, thus reducing the amount of meat cut—and the need for meatcutters—in food stores.

Earnings and Working Conditions

Hourly earnings of most meatcutters averaged $7.10 in 1976, according to a 1975 survey of union wage rates for grocery store employees in cities of 100,000 inhabitants or more. Meatcutters working in cities with 500,000 inhabitants or more tended to earn more than those in smaller cities. Among grocery store occupations, meatcutters have the highest wages.

Beginning apprentices usually receive between 60 and 70 percent of the experienced cutter's wage and generally receive increases every 6 to 8 months.

Cutters work in coldrooms designed to prevent meat from spoiling. They must be careful when working with sharp tools, especially those that are powered.

Most cutters are members of the Amalgamated Meat Cutters and Butcher Workmen of North America.

Sources of Additional Information

Information about work opportunities can be obtained from local employers or local offices of the State employment service. For information on training and other aspects of the trade, contact:

Amalgamated Meat Cutters and Butcher Workmen of North America, 2800 North Sheridan Rd., Chicago, Ill. 60657.

WAITERS AND WAITRESSES

(D.O.T. 311.138 through .878)

Nature of the Work

Waiters and waitresses take customers' orders, serve food and beverages, make out checks, and sometimes take payments. In diners, coffee shops, and other small restaurants they provide fast, efficient service. In other restaurants, waiters and waitresses serve food at a more leisurely pace and offer more personal service to their customers. For example, they may suggest wines and explain the preparation of items on the menu.

Waiters and waitresses may have duties other than waiting on tables. They set up and clear tables and carry dirty dishes to the kitchen. In very small restaurants they may combine waiting on tables with counter service, preparing sandwiches, or cashiering. In large restaurants and in places where meal service is formal, waiters and waitresses are relieved of most additional duties. Dining room attendants often set up tables, fill water glasses, and do other routine tasks.

Places of Employment

About 1,260,000 waiters and waitresses were employed in 1976. More than half worked part time (less than 35 hours a week). Most worked in restaurants; some worked in hotels, colleges, and factories that have restaurant facilities. Jobs are located throughout the country but are most plentiful in large cities and tourist areas. Vacation resorts offer seasonal employment and some waiters and waitresses alternate between summer and winter resorts instead of remaining in one area the entire year.

Training, Other Qualifications, and Advancement

Most employers prefer to hire applicants who have had at least 2 or 3 years of high school. A person may start as a waiter or waitress, or advance to that position after working as a dining room attendant, car hop, or soda fountain worker. Although

More than one-half of all waiters and waitresses work part time.

most waiters and waitresses pick up their skills on the job, at least 3 months' experience is preferred by larger restaurants and hotels. Some public and private vocational schools, restaurant associations, and some large restaurant chains provide classroom training. Other employers use self-instruction programs to train new employees. In these programs, an employee learns food preparation and service skills by observing film strips and reading instructional booklets.

Because people in this occupation are in close and constant contact with the public, a neat appearance and an even disposition are important qualifications. Physical stamina also is important, as waiters and waitresses are on their feet, lifting and carrying trays of food from kitchen to table, for hours at a time. Waiters and waitresses also should be good at arithmetic and, in restaurants specializing in foreign foods where customers may not speak English, knowledge of a foreign language is helpful. State laws often require waiters and waitresses to obtain health certificates showing that they are free of contagious diseases.

Opportunities for promotion in this occupation are limited, due to the small size of most food-serving establishments. After gaining experience, however, a waiter or waitress may transfer to a larger restaurant where earnings and prospects for advancement may be better. The most successful waiters and waitresses are those who genuinely like people, are interested in offering service, and possess the ability to sell rather than just take orders. Advancement can be to cashier or supervisory jobs, such as maitre d'hotel or dining room supervisor. Some supervisory workers advance to jobs as restaurant managers.

Employment Outlook

Job openings are expected to be plentiful in the years ahead, mainly due to the need to replace the waiters and waitresses who find other jobs or who retire, die, or stop working for other reasons. Turnover is particularly high among part-time workers. About one-fourth of the waiters and waitresses are students, most of whom work part time while attending school and then find other jobs after graduation. In addition to the job openings from turnover, many will result from employment growth.

Employment of waiters and waitresses is expected to grow about as fast as the average for all occupations through the mid-1980's, as population growth and higher incomes create more business for restaurants. Higher incomes and more leisure time will permit people to eat out more often. Also, as an increasing number of wives work, more and more families may find dining out a welcome convenience.

Beginners will find their best opportunities for employment in the thousands of informal restaurants. Those who seek jobs in expensive restaurants may find keen competition for the jobs that become available.

Earnings and Working Conditions

Hourly rates for waiters and waitresses (excluding tips) ranged from $1.25 to $3.33 in 1976, according to limited data from union contracts that covered eating and drinking places in several large cities. For many waiters and waitresses, however, tips are greater than hourly wages. Tips generally average between 10 and 20 percent of guests' checks. Most waiters and waitresses receive meals at work and many are furnished with uniforms.

Some waiters and waitresses work split shifts—that is, they work for several hours during the middle of the day, take a few hours off in the afternoon, and then return to their jobs for the evening hours. They also may work on holidays and weekends. The wide range in dining hours creates a good opportunity for part-time work. Waiters and waitresses stand most of the time and often have to carry heavy trays of food. During dining hours they may have to rush to serve several tables at once. The work is relatively safe, but they must be careful to avoid slips or falls, and burns.

The principal union organizing waiters and waitresses is the Hotel and Restaurant Employees and Bartenders International Union.

Sources of Additional Information

Information about job opportunities may be obtained from local employers, locals of the union previously mentioned, and local offices of the State employment service. General information on waiter and waitress jobs is available from:

National Institute for the Foodservice Industry, 120 South Riverside Plaza, Chicago, Ill. 60606.

The Educational Institute, American Hotel and Motel Association, 1407 S. Harrison Rd., Michigan State University, East Lansing, Mich. 48823.

Culinary Institute of America, P.O. Box 53, Hyde Park, N.Y. 12538.

OCCUPATIONS IN THE RESTAURANT INDUSTRY

In 1976, the restaurant industry was the third largest industry in the country, employing 3.7 million people in establishments ranging from roadside diners to luxurious restaurants. The type of food and service a restaurant offers varies with its size and location, as well as with the kind of customer it seeks to attract. Fast-food restaurants and cafeterias in suburban shopping centers emphasize rapid service and inexpensive meals. Steak houses and pizza places consider the quality of their specialty most important. Some restaurants cater to customers who wish to eat a leisurely meal in elegant surroundings and their menus often include unusual dishes or "specialties of the house."

Most restaurants are small and have fewer than 10 paid employees; some of these are operated by their owners. An increasing proportion of restaurants, however, are part of a chain operation.

Restaurant jobs are found almost everywhere. Although employment is concentrated in the States with the largest populations and particularly in large cities, even very small communities have sandwich shops and roadside diners.

With 3.7 million employees in 1976, restaurants made up the third largest industry in the country.

Restaurant Workers

About three-fourths of all restaurant employees prepare and serve food, and keep cooking and eating areas clean. Waiters and waitresses, and cooks and chefs make up the two largest groups of workers. Others are counter workers, who serve food in cafeterias and fast-food restaurants; bartenders, who mix and serve drinks; dining room attendants, who clear tables, carry dirty dishes back to the kitchen, and sometimes set tables; dishwashers, who wash dishes and help keep the kitchen clean; pantry workers, who prepare salads, sandwiches, and certain other dishes; and janitors and porters, who dispose of trash, sweep and mop floors, and keep the restaurant clean. Some of these workers operate mechanical equipment such as dishwashers, floor polishers, and vegetable slicers. (Detailed information on cooks and chefs, waiters and waitresses, bartenders, food counter workers, and dining room attendants and dishwashers is given elsewhere in the *Handbook*.)

Another large group of restaurant workers—about one-seventh of the total—are managers and proprietors. Many are owners and operators of small restaurants and, in addition to acting as managers, may cook and do other work. Some are salaried employees who manage restaurants for others.

All other restaurant workers combined account for about one-sixth of total industry employment. Most are clerical workers—cashiers who receive payments and make change for customers; food checkers who total the cost of items selected by cafeteria customers; and bookkeepers, typists, and other office workers. A few restaurants employ dietitians to plan menus, supervise food preparation, and enforce sanitary regulations. Restaurant chains and some large restaurants employ mechanics and other maintenance workers, accountants, advertising or public relations directors, personnel workers,

and musicians and other entertainers.

Training, Other Qualifications, and Advancement

The skills and experience needed for restaurant work vary from one occupation to another. Many jobs require no special training or experience, while others require some college or managerial experience. Requirements also vary from one restaurant to another; large or expensive restaurants usually have higher educational and experience standards than diners or small restaurants.

Persons who have less than a high school education and no previous experience often qualify for jobs as kitchen workers, dishwashers, or dining room attendants. Although a high school education is not mandatory, some restaurants hire only those with a diploma and some hire only experienced waiters and waitresses, cooks, and bartenders. Special training or many years of experience or both usually are required for chefs' positions.

Newly hired restaurant workers generally are trained on the job. Kitchen workers, for example, may be taught to operate a lettuce-shredder and make salads. Waiters and waitresses are taught to set tables, take orders from customers, and serve food in a courteous and efficient manner. In many restaurants, new employees receive their training under the close supervision of an experienced employee or the manager. Large restaurants and some chain restaurant operations may have more formal programs that often include several days of training sessions for beginners. Some employers, such as fast-food restaurants, use instructional booklets and audio-visual aids to train new employees.

Many public and private high schools offer vocational courses for persons interested in restaurant training. Usually included are food preparation, catering, restaurant management, and other related subjects. Similar training programs are available for a variety of occupations through hotel and motel associations, restaurant associations and trade unions, technical schools, junior and community colleges, and 4-year colleges. Programs range in length from a few months to 2 years or more. The Armed Forces are another good source of training and experience in food service work.

When hiring food service workers such as waiters and waitresses and cooks and chefs, employers look for applicants who have good health and physical stamina because the work is often tiring. Because of the need to work closely with others and under considerable pressure, applicants should be able to remain calm under stress. In addition, a neat appearance and a pleasant manner are important for bartenders, waiters and waitresses and other employees who meet the public. Advancement opportunities in restaurants vary among the occupations. They are best for cooks who may advance to chef, or supervisory or management positions, particularly in hotels, clubs, or larger, more elegant restaurants. Experience as maitre d'hotel may lead to a position as director of food and beverage services in a large chain organization. For most other restaurant occupations, however, advancement is limited, principally because of the small size of most food service establishments. For some occupations, such as food counter workers in fast-food restaurants, advancement is further limited because most workers remain employed for only a short time.

Although many restaurant managers obtain their positions through hard work and advancement within a restaurant's staff, it is becoming increasingly important for restaurant managers to have a college degree in hotel, restaurant or institutional management. Graduates employed by hotels and restaurants usually go through a management training program before being given much supervisory and administrative responsibility. They often are hired as assistant managers and subsequently advance to manager. From there it is possible, particularly in the large restaurant chains, to advance to a top management position. Those with the necessary capital may open their own eating establishments.

Employment Outlook

Employment in the restaurant industry is expected to increase faster than the average for all industries through the mid-1980's. In addition to the openings arising from employment growth, thousands of openings are expected each year due to turnover—the need to replace experienced employees who find other jobs or who retire, die, or stop working

Employment in restaurants is expected to increase faster than the average for all industries.

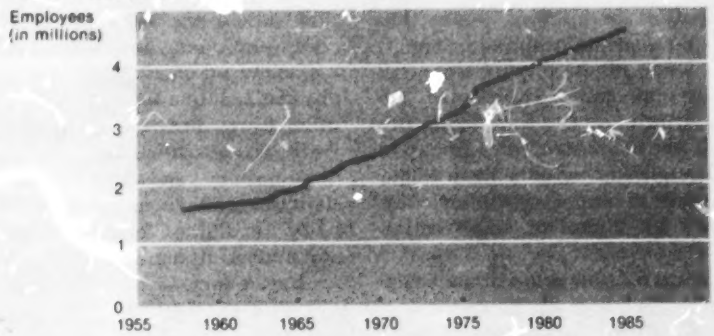
for other reasons. Turnover is particularly high among part-time workers, many of whom are students. As a result, there are plenty of jobs available in this industry for interested persons, including those with limited skills.

Most openings will be for waiters and waitresses and cooks—both because of their high replacement needs and because these workers make up a very large proportion of all restaurant employees. High school students make up a large percentage of the workers in fast-food restaurants. Employment opportunities also are expected to be favorable for food counter workers. The number of openings in clerical jobs, such as cashier, will be relatively small. A few openings will occur in specialized positions, such as food manager and dietitian.

Population growth, rising personal incomes, and more leisure time will contribute to a growing demand for restaurant services. Also, as an increasing number of wives work, more and more families may find dining out a welcome convenience. Fast-food and other multiunit restaurants constitute the fastest growing segment of this industry. Many food service workers will be needed to serve the increasing number of customers served by these restaurants. Increasing worker productivity, however, will prevent employment from growing as rapidly as demand for restaurant services. Restaurants have become more efficient as fast-food service counters have become more popular, and as managers have centralized the purchase of food supplies, introduced self-service, and used precut meats and modern equipment. Many restaurants now use frozen entrees in individual portions, which require less time and skill to prepare than fresh foods.

Continued rapid employment growth resulting from population growth, rising personal incomes, and more leisure time is expected in the restaurant industry

Wage and salary workers in eating and drinking places, 1958-76 and projected 1985



Earnings and Working Conditions

Earnings of restaurant workers depend on the location, size, type, and degree of unionization of the restaurant in which they work. Also, workers in some occupations receive tips in addition to their wages.

In 1976, nonsupervisory workers in the restaurant industry averaged $2.50 an hour (excluding tips). Data from union contracts covering eating and drinking places in several large cities indicate the following range of hourly earnings for individual occupations

	Hourly rate range [1]
Chefs	$3.11–6.01
Bartenders	2.85–5.33
Cooks	2.81–5.19
Pantry workers	2.08–4.38
Kitchen helpers	2.12–4.14
Assistant cooks	2.02–4.05
Checkers	2.25–3.94
Food counter workers	1.67–3.79
Porters	2.24–3.75
Dishwashers	1.94–3.75
Cashiers	2.24–3.58
Dining room attendants	1.26–3.41
Waiters and waitresses	1.25–2.95

[1] Tips not included.

Salaries of managerial workers differ widely because of differences in duties and responsibilities. Many college graduates who had specialized training in restaurant management received starting salaries ranging from $10,000 to $12,000 annually in 1976. Managerial trainees without this background often started at lower salaries. Many experienced managers earned between $15,000 and $30,000 a year.

In addition to wages, restaurant employees usually get at least one free meal a day, and often are provided with uniforms. Waiters, waitresses, and bartenders also may receive tips.

Most full-time restaurant employees work 30 to 48 hours a week; scheduled hours may include evenings, holidays, and weekends. Some work on split shifts, which means they are on duty for several hours during one meal, take some time off, and then return to work for the next busy period.

Many restaurants have convenient work areas, and are furnished with the latest equipment and laborsaving devices. Others, particularly small restaurants, offer less desirable working conditions. In all restaurants, workers may stand much of the time, have to lift heavy trays and pots, or work near hot ovens or steam tables. Work hazards include the possibility of burns; sprains from lifting heavy trays and other items; and slips and falls on wet floors.

The principal union in the restaurant industry is the Hotel and Restaurant Employees and Bartenders International Union (AFL-CIO). The proportion of workers covered by union contracts varies greatly from city to city.

Sources of Additional Information

For additional information about careers in the restaurant industry, write to:

National Institute for the Foodservice Industry, 120 South Riverside Plaza, Chicago, Ill. 60606.

The Educational Institute, American Hotel and Motel Association, 1407 S. Harrison Rd., Michigan State University, East Lansing, Mich. 48823.

Information on vocational education courses for restaurant work may be obtained from the local director of vocational education, the superintendent of schools in the local community, or the State director of vocational education in the department of education in the State capital.

OCCUPATIONS IN RETAIL FOODSTORES

In the United States, grocery stores and supermarkets are as common as baseballs in summer, and almost always near at hand. The local foodstore is a small part of a large industry—the retail foodstore industry—which employs about 2.3 million workers.

Jobs in foodstores vary, and workers range in education and training from high school dropouts to college-educated managerial and marketing professionals. Jobs in foodstores are especially attractive because employers often provide training and because the opportunities for promotion are good. The large number of opportunities for part-time employment may be of special interest to homemakers and students who do not want full-time jobs. In fact, part-time workers account for over 50 percent of the work force in supermarkets, according to a recent survey.

Nature of the Work

The industry pioneered self-service marketing techniques that permit customers to select items from shelves and refrigerated display cases and bring them to checkout stands. Self-service methods reduce the number of employees needed. Therefore the cost of operating a store is lower. As a result, food sold in large self-service foodstores, or supermarkets, generally is less expensive than food sold in small stores.

There are three basic types of foodstores: supermarkets, which sell many items; small grocery stores, including convenience stores; and specialty food stores, which emphasize a particular type of food or service.

Supermarkets are large, self-service grocery stores that may sell meat; canned, frozen, or fresh vegetables; dairy products; delicâtessen; baked foods; and other items. Many now have large specialty food and nonfood departments and offer a wide range of services. Pharmacies, liquor departments, film processing, check cashing, money orders, and catering services are common.

Supermarkets and small grocery stores account for the overwhelming majority of establishments and employees in the industry. While a supermarket generally employs between 25 and 75 persons, the average number of paid employees in all retail food stores is between 10 and 15. Because prices generally are lower than at any other type of foodstore, supermarkets attract customers who make many purchases. When only a loaf of bread or a quart of milk is needed, however, consumers may prefer a nearby neighborhood grocery store or a specialty foodstore.

Small neighborhood grocery stores are the most numerous of all foodstores. Besides a small selection of popular food items, they may feature ethnic foods. Usually, owners personally manage these stores and only employ additional help as needed. Few owners operate more than one store.

Convenience stores are small grocery stores that specialize in a rather limited selection of items that customers might want in a hurry. Although many items are priced higher than in supermarkets, customers are attracted by longer hours, fast service, and convenient location. As a result, supermarkets have lost some business to convenience stores in recent years.

Specialty food stores operate in much the same manner as small neighborhood grocery stores. However, they may feature only one type of food, such as dietetic or health food, bakery products, dairy products, or candy. Most are small and usually are operated by the owner and a few clerks. In recent years, as supermarkets have expanded their selection of goods and services, they have taken considerable business away from specialty stores.

Occupations in the Industry

About 40 percent of foodstore workers are either clerical employees—stock clerks, cashiers, and bookkeepers—or semiskilled workers—meatcutters, meatwrappers, fruit and vegetable processors, and packers. Laborers, including stock and material handlers, order fillers, and warehouse selectors, make up about 25 percent of employment. Managers and administrators including buyers make up an additional 20 percent of total employment. The remaining 15 percent are accountants, personnel and labor relations workers, route drivers, truckdrivers, cleaning, food, and other service workers, sales workers, bakers, mechanics, and others. (Separate statements on many of these occupations found in retail foodstores, as well as in other industries, appear elsewhere in the *Handbook*.)

Retail foodstore managers (D.O.T. 185.168) coordinate store operations. They often plan work schedules, deal with advertising and merchandising, and always are concerned with customer relations. Other major responsibilities include store security, personnel matters, expense control, and planning possible competitive maneuvers.

Clerks in supermarkets usually are called stock, grocery, or produce clerks. In the grocery department, stock clerks keep shelves filled with merchandise. For example, they may count the cans of soup on the shelves

Produce clerk arranges food to create an attractive display.

and in the stockroom and decide how much to reorder from the warehouse. Since storage space is limited, the order should include only as much as might be sold before another delivery from the warehouse will be made.

Stock clerks frequently rearrange food to create an attractive display. They help customers find what they want and perform general clean-up duties. In supermarkets, stock clerks occasionally may operate cash registers or bag groceries.

Produce clerks maintain the displays of fruits and vegetables. Because fruits and vegetables are perishable, clerks use special techniques to keep the stock attractive. Fruits and vegetables are rotated so that goods received in the store first are sold first. Lettuce and other greens are moistened and chilled to preserve crispness. In addition to caring for the displays, produce clerks help unload delivery trucks, keep the produce department clean, answer customers' questions, and weigh and bag produce.

In large stores that have bakery and delicatessen departments, other clerks may work behind counters selling cakes or lunchmeats.

Meatcutters and wrappers order and prepare meats for sale. Since meat often is delivered to the store in large pieces, meatcutters use saws and knives to cut the large pieces into roasts, steaks, stew meats, and other meal-size portions. After the fat is cut away and bone chips are removed, the meat is placed in plastic trays ready to be wrapped.

Meatwrappers use a machine to wrap the package of meat in clear plastic. Then, the wrappers weigh the packages and attach labels the weighing machine has printed which identify the type of meat, weight, price per pound, and total price for each package.

At the checkout counter, cashiers ring up the price of each item on the cash register, add sales tax, receive checks or money, make change, and bag purchases. An increasing number of stores have computerized checkout systems that automatically perform some of these functions in addition to others.

Cashiers, who are often the only employees customers meet, must be pleasant, courteous, fast, and accurate. Cashiers must detect price changes on cans and boxes. For produce and other items that change price frequently, price lists may be used. When not serving customers, cashiers clean counters and restock small convenience items, such as razor blades and candy, displayed near the checkout counter.

Many supermarkets also employ workers to bag and carry groceries from the checkout counter to customers' cars. Cleaning and other service workers polish floors, clean windows, sanitize meat preparation rooms, and do other housekeeping jobs. The store manager observes the activities of each department, corrects problems as they arise, and is responsible for all activities and the store's success.

The central administrative offices of supermarket chains employ accountants, bookkeepers, buyers, personnel specialists, computer specialists, clerks, secretaries, and other office workers. Chain stores also employ many truckdrivers, stock clerks, and laborers in warehouses.

Training, Other Qualifications, and Advancement

In a large supermarket, a new employee usually begins as a trainee in one of the following occupations: cashier, stock clerk, produce clerk, meatwrapper, or meatcutter. In smaller stores, however, new employees usually are trained as combination cashiers-clerks.

When hiring trainees, employers look for high school graduates who are good at arithmetic and who make a neat appearance. An outgoing personality and the ability to get along with people also are important, particularly for cashiers. Applicants who have less than a high school education may be hired if they qualify in other respects.

New workers learn their jobs mostly by helping and observing experienced employees. A few years may be needed to qualify as a skilled meatcutter, but cashiers and produce clerks generally can learn their jobs in several months. Jobs as stock clerks and meatwrappers can be learned in even less time.

Before being assigned to a store, cashier trainees may attend a school operated by a supermarket chain. These short-term courses, which emphasize rapid and accurate operation of cash registers and computer assisted checkout systems, include instructions for treating customers courteously and for handling complaints.

Trainees who pass the examination are assigned to a store to finish their training; those who fail may be hired for other jobs, such as stock or produce clerk.

Some stores have meatcutter apprenticeship programs, which generally last 2 to 3 years, and include classroom instruction as well as on-the-job training.

Foodstores provide ambitious employees with excellent opportunities for advancement. In supermarkets, stock clerks frequently move up to better paying jobs as head clerks or grocery department managers. Produce clerks may advance to jobs as produce managers, produce buyers, or produce supervisors of several stores. Meatwrappers can learn to be cutters, and then advance to meat department managers. Cashiers and department managers may be promoted to assistant managers and, eventually, managers of a supermarket. Advancement in small foodstores usually is limited, but employees may get all-round experience to start their own small businesses.

Many large firms have systematic training programs for manager trainees. Several years of experience generally are required before one becomes a store manager. Some attend a college or a training school or take special correspondence courses, often paid for by the company.

Some supermarket employees and managers advance to administrative jobs in their company's central offices. They may specialize in personnel, labor relations, buying, merchandising, advertising, consumer affairs, or research, or may become dairy, meat, delicatessen, produce, grocery, or nonfood specialists. Many of these jobs may require college training.

In cooperation with the Food Marketing Institute, Cornell University offers about 20 home study courses in management for food industry employees who wish to improve their chances for advancement. All employees are eligible to take these courses. Included are courses on food distribution, food warehousing and transportation, checkout management, store security, accounting, economics of food retailing, and others.

Several universities offer bachelor's, master's, and doctoral programs in food distribution. These curriculums include special courses related to the retail food store industry in addition to general courses in management, marketing, finance, business, law, accounting, economics, and other disciplines. A number of other colleges, junior colleges, and technical institutes offer programs, courses, and workshops in this field. As the industry becomes more complex, firms may increasingly seek persons with formal training.

A person graduating from a food management curriculum with a bachelor's degree generally enters a store management trainee program or a sales position with a supplier. A graduate with an advanced degree generally enters a research or planning position with a firm.

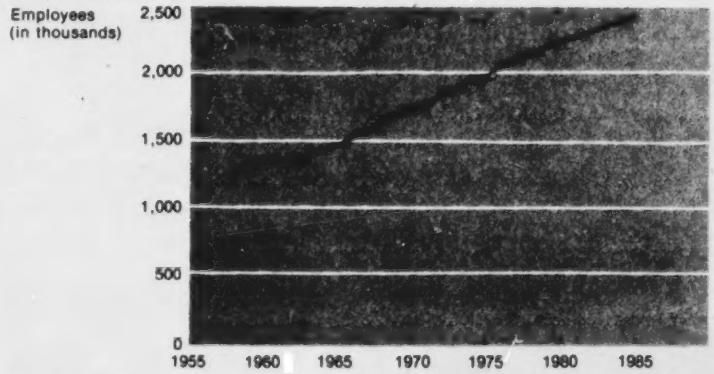
Employment Outlook

The outlook for jobs in the foodstore industry is good. Employment through the mid-1980's is expected to grow about as fast as the average for all industries. Large supermarkets and small convenience stores are expected to grow faster than other types of stores. In addition to new jobs created by growth, many openings will occur every year because of death, retirements, and other separations from the labor force. Relatively high turnover among nonmanagerial workers will continue to create many openings.

As population increases, more food will have to be distributed; this will increase foodstore sales and employment. However, employment is not expected to increase as rapidly as foodstore sales because technological innovations will increase employee productivity. For example, computer assisted checkout systems now are being used in some stores as replacements for cash registers. An optical or magnetic scanner transmits the code number (Universal Product Code--UPC) of each purchase to a computer that is programmed to record a description and the price of the item, add the tax, and print out a receipt. The computer can improve warehouse productivity by keeping track of the store's inventory and placing orders with the warehouse when needed. The development of scales for weighing and simultaneously marking meat and produce with UPC should assist the diffusion of the system. However, the high cost of electronic registers and computers and controversy among labor, consumer, and industry groups may slow adoption of the system. Another innovation likely to affect future employment growth is central cutting and packaging of meat and poultry. As these practices becomes more

Employment in retail food stores has grown, slowly but steadily, even during economic downturns

Wage and salary workers in retail food stores, 1958-76 and projected 1985



Source: Bureau of Labor Statistics

widespread, growth may be slowed for many workers, including cashiers and other clerks, meatcutters, meatwrappers, and material handlers. Overall, however, employment is expected to rise and many workers will be hired as additional supermarkets are built to keep up with the development of new communities.

Persons with college backgrounds in business administration, marketing, and related disciplines, and particularly graduates of food industry management curriculums, are expected to have the best opportunities for managerial, sales, research, planning, and other professional positons.

The outlook for part-time jobs as cashiers and stock clerks is very good. Large numbers of foodstore employees are students who are supplementing their income while attending school. After completing school, many leave for jobs in other industries. Other part-time employees also may work only for short periods. As a result, there are many part-time job opportunities that frequently can lead to full-time jobs.

Earnings and Working Conditions

Earnings of nonsupervisory workers in foodstores are among the highest in retail trade. In 1976, they averaged $4.31 an hour, compared with $3.55 an hour for nonsupervisory workers in retail stores as a whole.

Earnings vary considerably by occupation. Based on a 1975 Bureau of Labor Statistics Survey of grocery stores, average hourly wages for all workers were $5.19; head cashiers, $5.78; other full-time cashiers, $5.32; part-time cashiers, $4.31; baggers, $2.8[illegible]; head grocery clerks, $6.13; other full-time grocery clerks, $5.33; part-time grocery clerks, $4.40; head meatcutters $7.11; first meatcutters, $6.73; journey level meatcutters, $6.50; meat wrappers, $5.06; head dairy clerks, $5.59; head produce clerks, $6.13; other full-time produce clerks, $5.21; and miscellaneous full-time day stockers, $5.09.

Earnings tend to be higher in large stores in metropolitan areas; they are highest in the North Central region and the West and lowest in the South. Employees generally receive health insurance, annual and sick leave, pension benefits, and other benefits usually available to workers in other industries.

Based on limited information, management and sales trainees generally earn starting salaries in excess of $10,000 a year. Experienced managers may earn considerably more than this. As is the case with other retail foodstore employees, managerial salaries usually are highest in large stores in metropolitan areas. Research and planning positons generally pay considerably more than management or sales trainee jobs.

Almost all foodstore employees must be able to stand for several hours at a time. Stock clerks must be capable of lifting cases of merchandise which weigh up to 50 pounds, and meatcutters must be careful when handling knives and using machinery, such as electric saws. Because they frequently work in refrigerated rooms, meatcutters also must be able to tolerate low temperatures (35 to 50 degrees fahrenheit). The frequency and severity of injuries in retail foodstores have been considerably higher than the average for all wholesale and retail trade.

Managers may work long hours, often staying after regular store hours to check work schedules, plan merchandising strategy, take inventory, or do paperwork. Successful store operation often depends on the manager's ability to delegate responsibility to assistants who run the store in his or her absence and to be responsive to customers' needs.

Many foodstore employees are union members. Employees in the meat department may be represented by the Amalgamated Meat Cutters and Butcher Workmen of North America. Other employees in the store may belong to the Retail Clerks International Association; some may belong to the International Brotherhood of Teamsters, Chauffeurs, Warehousemen, and Helpers of America (Ind.), or the Retail, Wholesale, and Department Store Union.

Sources of Additional Information

Details about employment opportunities are available from local foodstores and the local office of the State employment service. For additional information on some specific occupations in the industry, see separate statements elsewhere in the *Handbook*.

For additional information on careers in the retail foodstore industry, write to:

National Association of Retail Grocers, P.O. Box 1741, Washington, D.C. 20041.

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What to Look For in this Reprint

To make the *Occupational Outlook Handbook* easier to use, each occupation or industry follows the same outline. Separate sections describe basic elements, such as work on the job, education and training needed, and salaries or wages. Some sections will be more useful if you know how to interpret the information as explained below.

The TRAINING, OTHER QUALIFICATIONS, AND ADVANCEMENT section indicates the preferred way to enter each occupation and alternative ways to obtain training. Read this section carefully because early planning makes many fields easier to enter. Also, the level at which you enter and the speed with which you advance often depend on your training. If you are a student, you may want to consider taking those courses thought useful for the occupations which interest you.

Besides training, you may need a State license or certificate. The training section indicates which occupations generally require these. Check requirements in the State where you plan to work because State regulations vary.

Whether an occupation suits your personality is another important area to explore. For some, you may have to make responsible decisions in a highly competitive atmosphere. For others, you may do only routine tasks under close supervision. To work successfully in a particular job, you may have to do one or more of the following:

- motivate others
- direct and supervise others
- work with all types of people
- work with things—you need good coordination and manual dexterity
- work independently—you need initiative and self-discipline
- work as part of a team
- work with details, perhaps numbers or laboratory reports
- help people
- use creative talents and ideas
- work in a confined area
- do physically hard or dangerous work
- work outside in all types of weather

A counselor can help you find out more about your interests and abilities so you can judge whether a job's characteristics suit you.

The EMPLOYMENT OUTLOOK section tells whether or not the job market is likely to be favorable. Usually an occupation's expected growth is compared to the average projected growth rate for all occupations (20.1 percent between 1976 and 1985). The following phrases are used:

Much faster	50% or more
Faster	25.0 to 49.9%
About as fast	15.0 to 24.9%
Slower	4.0 to 14.9%
Little change	3.9 to -3.9%
Decline	-4.0% or more

Generally, job opportunities are favorable if employment is growing at least as fast as for the economy as a whole.

But, you would have to know the number of people competing with you to be sure of your prospects. Unfortunately, this supply information is lacking for most occupations.

There are exceptions, however, especially among professional occupations. Nearly everyone who earns a medical degree, for example, becomes a practicing physician. When the number of people pursuing relevant types of education and training and then entering the field can be compared with the demand, the outlook section indicates the supply/demand relationship as follows:

Excellent	Demand much greater than supply
Very good	Demand greater than supply
Good or favorable	Rough balance between demand and supply
May face competition	Likelihood of more supply than demand
Keen competition	Supply greater than demand

Competition or few job openings should not stop your pursuing a career that matches your aptitudes and interests. Even small or overcrowded occupations provide some jobs. So do those in which employment is growing very slowly or declining.

Growth in an occupation is not the only source of job openings because the number of openings from turnover can be substantial in large occupations. In fact, replacement needs are expected to create 70 percent of all openings between 1975 and 1985.

Finally, job prospects in your area may differ from those in the Nation as a whole. Your State employment service can furnish local information.

The EARNINGS section tells what workers were earning in 1976.

Which jobs pay the most is a hard question to answer because good information is available for only one type of earnings—wages and salaries—and not even this for all occupations. Although 9 out of 10 workers receive this form of income, many earn extra money by working overtime, night shifts, or irregular schedules. In some occupations, workers also receive tips or commissions based on sales or service. Some factory workers are paid a piece rate—an extra payment for each item they make.

The remaining 10 percent of all workers—the self-employed—includes people in many occupations—physicians, barbers, writers, and farmers, for example. Earnings for self-employed workers even in the same occupation differ widely because much depends on whether one is just starting out or has an established business.

Most wage and salary workers receive fringe benefits, such as paid vacations, holidays, and sick leave.

Workers also receive income in goods and services (payment in kind). Sales workers in department stores, for example, often receive discounts on merchandise.

Despite difficulties in determining exactly what people earn on the job, the Earnings section does compare occupational earnings by indicating whether a certain job pays more or less than the average for all nonsupervisors in private industry, excluding farming.

Each occupation has many pay levels. Beginners almost always earn less than workers who have been on the job for some time. Earnings also vary by geographic location but cities that offer the highest earnings often are those where living costs are most expensive.

What's an ad for the OOQ doing in a place like this?

The career information contained in the reprint you are reading was taken from the 1978–79 edition of the Occupational Outlook Handbook. But the Handbook is not the only source of useful career information published by the Bureau of Labor Statistics. The Handbook's companion, the Occupational Outlook Quarterly, is published four times during the school year to keep subscribers up to date on new occupational studies completed between editions of the Handbook. The Quarterly also gives practical information on training and educational opportunities, salary trends, and new and emerging jobs—just what people need to know to plan careers.

If you were a subscriber to recent issues of the Occupational Outlook Quarterly, you could have learned

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- ways to earn college credit without going to college
- what's happening in the field of career education
- about career possibilities in such fields as journalism, mid-wifery, and shorthand reporting.

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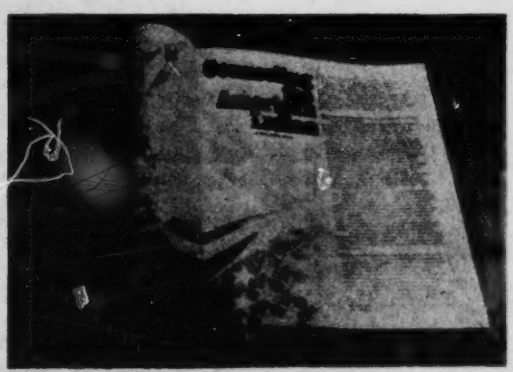

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